

## HOW TO MAKE YOUR RESERVATION?

1. Those interested should contact the Hotel Reservations Centre, which operates from Monday to Friday, from 7:00 am to 5:00 pm. Please, talk to Ms Bruna, Ms Lidiani or Ms Barbara, by telephone +55.323355.2193 or +55.323355.2198 or by e-mail [contato@santissimoresort.com.br](mailto:contato@santissimoresort.com.br), [reserva1@santissimoresort.com.br](mailto:reserva1@santissimoresort.com.br) and [reserva2@santissimoresort.com.br](mailto:reserva2@santissimoresort.com.br) requesting the entry of a reservation for the existing block, as shown below.
2. **It is essential to inform, during the reservation, that there is a pre-booking as given below.** This is necessary to make our service more efficient in organizing the blockade, avoiding idle apartments, special rates and duplicity.

Reservation Number: 27240
Reservation Name: BCCM
Period: August 12-19, 2022

### PRICE

#### **ACCOMMODATION - PACKAGE VALUE FOR 07 NIGHTS**

Period: August 12<sup>th</sup> to August 19<sup>th</sup>, 2022 - Friday to Friday

APARTMENTS CATEGORY	Value of the 07 nights package
Single or Double Luxury	R\$ 4.892,00
Triple Luxury	R\$ 6.282,00
Single or Double Superior Luxury	R\$ 5.436,00
Triple Superior Luxury	R\$ 6.986,00
Single or Double Premium	R\$ 6.270,00
Triple Premium	R\$ 8.780,00

#### **ACCOMMODATION - PACKAGE VALUE FOR 05 NIGHTS**

Period: from August 14<sup>th</sup> to August 19<sup>th</sup>, 2022 - from Sunday to Friday

APARTMENTS CATEGORY	Value of the 05 nights package
Single or Double Luxury	R\$ 2.780,00
Triple Luxury	R\$ 3.530,00
Single or Double Superior Luxury	R\$ 3.140,00
Triple Superior Luxury	R\$ 3.990,00
Single or Double Premium	R\$ 3.650,00
Triple Premium	R\$ 5.100,00

a) *What is included?*

- Breakfast served in our Restaurant from 8am to 10:30am.

b) *What is not included?*

- Not included in the package: meals and drinks in the Restaurant and Bar, minibar, room service, laundry, transfers, massages, beverage package and service taxes.

c) *Children policy*

- Children over 7 years old pay R\$ 75,00 per day. Those over 12 years old pay as an adult.

d) General information

**Method of payment:** 4 installments on the interest-free card, with full payment at time of booking, or 50% of the total stay in a bank account, within 2 days. The remaining 50% must be paid upon check-in.

The reserve will be active until May 12, 2022. From this date, at 4 pm, blocked and empty apartments will be automatically released, and rates will be updated.

Booking requests after the above date and time will be subject to availability.

e) Cancellation and Change Policy **of cancellation:**

a. Requests for cancellation of reservations will only be accepted through electronic correspondence - e-mail - to the address <a href="mailto:reserva1@santissimoresort.com.br">reserva1@santissimoresort.com.br</a>
b. Cancellations occurring within 07 (seven) days after the booking has been made, the cancellation fee will not be charged, and the total payment amount will be refunded.
The deadline for the reversal will depend on the operation performed. If by credit/debit card, the refund will be requested by the hotel, i.e. by the card operator, within 05 (five) business days and informed to the customer; the credit will be made directly to the customer's invoice, exempting the hotel from liability regarding the term for obtaining the credit. If in cash, the hotel will refund within 15 (fifteen) business days after cancellation of the reservation, which will be credited to the depositor's current account.
All amounts will be refunded by bank deposit, to the depositor's bank account, with bank postage costs - remittance fee – on account of the customer / depositor.
c. Cancellations made within 30 (thirty) days before the date of check-in, the cancellation fee will not be charged, and the amount paid will be reverted to a letter of credit, values in reais, to be used within 06 (six) months following from the date of cancellation. Failure to use it within the corresponding period will result in its loss. The letter of credit does not imply preference when booking, depending on hotel availability.
d. For cancellations that occur up to 30 (thirty) days prior to the check-in date, a cancellation fee equivalent to 50% (fifty percent) of the total reservation amount will be charged.
e. In the event of a no-show, the total amount corresponding to the unused night(s) will be charged.
f. In case of early departure, the total amount corresponding to the unused night(s) will be charged.

**CHANGES**

a. Requests for reservation changes will only be accepted by electronic correspondence - e-mail - to the address: <a href="mailto:reserva@santissimoresort.com.br">reserva@santissimoresort.com.br</a>
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b. For changes made 20 days before check-in, no fee will be charged. The new reservation date must be scheduled within 30 days of the first check-out date. Booking in the new period will be subject to availability. The values practiced for the new date may change, as the values in effect for the period will be applied.

c. For changes made 19 days prior to check-in, a one night change fee (calculated on average) will be charged.